



# ***NEWS RELEASE***

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## **Department of Consumer Affairs Takes Action Against Electronic Repair Dealers**

NORTH HIGHLANDS, Calif. – The California Department of Consumer Affairs, Bureau of Electronic and Appliance Repair (BEAR) has pulled the plug on two Northern San Joaquin Valley electronic repair dealers after multiple consumer complaints and subsequent investigations into alleged fraud and dishonest dealing.

BEAR revoked the required state registration issued to Jorge Barragan, for his company JB TV & Appliance Repair, 126 West Yosemite Ave., Manteca, effective Dec. 28, 2005, and permanently invalidated the registration issued to Rakesh “Rock” Roshan, for his company Computer Mobile Services, 440 The Bluff, Modesto, effective Dec. 15, 2005.

“The law requires appliance and electronic repair dealers to treat customers fairly and honestly,” said California Department of Consumer Affairs Director Charlene Zettel. “Consumers should know that they can report any problems or concerns to the Department, and we will take action if we uncover wrongdoing.”

All electronic and appliance repair dealers must be registered with BEAR. The termination of their registration means these dealers cannot legally do business in California.

Modesto mobile computer service dealer Roshan faced a formal accusation of more than 20 violations of California law governing electronic and appliance repair stemming from complaints by seven customers. Roshan had requested a hearing before an administrative law judge in Modesto, where he could present a defense to the allegations, but he failed to appear at the hearing, and the judge’s proposed disciplinary decision was approved. In addition to having his registration pulled, Roshan was also ordered to pay the Bureau \$3,617 for investigation and enforcement costs.

The state’s investigation of a consumer complaint referred by the Stanislaus County District Attorney also resulted in an earlier criminal conviction for Roshan, who pleaded no contest to petty theft in Stanislaus County Superior Court in December 2004. The court placed Roshan on probation, ordered him to pay restitution to customers, and suspended his repair dealer registration for three years.

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In the Manteca case, video repair dealer Barragan faced a formal accusation of 16 violations of the law reported by six customers who had requested television and video camera repairs. Barragan was advised of his right to defend himself against the accusation, but failed to do so, resulting in a “default decision” to revoke his repair dealer registration.

Customers complained that both dealers had committed fraud and dishonest dealing, including charging them for repairs or parts that were not delivered as promised. Investigators also determined that the dealers committed other violations of the law, such as performing repairs negligently and failing to provide written estimates to customers.

California law requires dealers to take certain consumer-assurance steps, including providing a written estimate for the total cost, a detailed invoice after the job is completed, and returning most replaced parts.

Consumers with questions about the repair of home electronic equipment or major appliances should contact BEAR at (916) 574-2069, online at [www.bear.ca.gov](http://www.bear.ca.gov), or call the Department of Consumer Affairs toll-free hotline at (800) 952-5210.

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